

Lampiran 1

Hasil Angket Pengunjung Pengiriman Barang kilat di kantor pos ponorogo

N O .	X 1. 1	X 1. 2	X 1. 3	X 1. 4	X 1. 5	X 2. 1	X 2. 2	X 2. 3	X 2. 4	X 3. 1	X 3. 2	X 3. 3	X 3. 4	X 4. 1	X 4. 2	X 4. 3	X 4. 4	X 5. 1	X 5. 2	X 5. 3	X 5. 4
1	5	4	4	5	4	4	3	5	4	4	3	4	4	5	4	4	4	4	4	4	4
2	4	5	4	3	4	4	4	3	4	4	4	4	5	5	5	5	4	5	5	5	4
3	5	5	4	4	4	4	4	5	4	4	4	4	4	5	4	4	4	4	4	4	5
4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
5	5	4	5	4	4	5	4	4	5	5	5	5	4	4	5	4	4	4	4	4	5
6	5	4	4	4	4	4	5	4	4	4	4	4	5	5	5	4	5	5	5	4	4
7	5	5	4	5	4	5	5	5	5	5	5	5	4	5	4	5	5	4	4	5	5
8	5	4	3	4	3	4	4	4	5	4	4	4	5	4	4	4	4	5	5	4	4
9	4	3	3	5	3	4	4	5	4	5	5	5	4	4	3	5	5	5	5	5	4
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12	5	4	4	5	5	5	5	5	4	5	5	5	4	4	4	5	4	4	4	5	4
13	4	5	4	5	5	5	4	5	5	5	4	5	5	4	4	5	5	5	5	5	5
14	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	5	5	5	4	4
15	5	5	5	5	5	4	5	5	4	4	5	4	4	5	5	5	4	4	5	5	5
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17	4	5	4	4	5	4	3	2	4	4	3	4	4	4	5	4	4	4	5	4	4
18	5	4	4	3	5	3	3	4	4	3	3	3	5	5	4	3	5	5	5	3	4
19	4	5	4	5	5	4	4	5	4	4	4	4	4	4	5	5	5	4	4	5	4
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21	5	4	4	3	4	5	4	5	5	5	4	5	5	5	4	5	5	5	5	5	5
22	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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24	5	4	4	4	4	5	5	4	4	5	5	5	4	5	4	5	4	4	4	5	4
25	5	5	5	4	5	4	4	3	4	4	4	4	4	5	5	4	4	4	4	4	4
26	4	4	4	4	4	5	5	4	4	5	5	5	4	4	4	5	4	4	4	5	4

27	5	4	4	4	4	4	4	3	4	4	4	4	4	5	4	4	4	4	4	4	4	
28	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
29	5	5	5	5	5	5	3	5	4	5	3	5	5	5	5	5	5	4	4	5	4	
30	4	4	4	4	4	5	4	4	4	5	4	5	4	4	4	5	4	4	4	5	4	
31	5	4	4	4	4	4	4	3	4	4	4	4	4	5	4	4	5	4	4	4	4	
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62	4	5	4	4	4	5	5	5	4	5	5	5	4	4	5	5	4	4	5	5	4
63	4	4	5	5	5	5	4	5	4	5	4	5	4	4	4	5	4	5	5	5	4
64	5	4	5	3	5	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4
65	5	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4

Lampiran 2

Hasil Angket Pengunjung Pengiriman Barang Non Kilat di Kantor Pos

N O .	X 1. 1	X 1. 2	X 1. 3	X 1. 4	X 1. 5	X 2. 1	X 2. 2	X 2. 3	X 2. 4	X 3. 1	X 3. 2	X 3. 3	X 3. 4	X 4. 1	X 4. 2	X 4. 3	X 4. 4	X 5. 1	X 5. 2	X 5. 3	X 5. 4
1	5	4	4	4	4	4	4	5	4	4	3	4	4	5	5	5	3	5	4	4	5
2	3	3	4	4	4	4	4	4	4	4	4	4	4	3	4	3	3	4	4	4	3
3	4	3	4	4	4	4	4	5	4	4	4	4	4	4	5	4	5	5	4	4	4
4	5	4	4	4	5	5	5	5	5	5	5	5	5	4	4	5	5	5	4	4	5
5	4	4	4	4	4	4	5	4	4	4	4	4	4	3	4	4	4	4	4	4	4
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7	5	4	4	4	5	5	5	5	4	5	5	5	4	5	5	5	5	5	5	4	5
8	4	3	4	3	4	5	3	4	4	4	4	4	4	3	3	4	4	4	4	3	4
9	4	3	3	3	4	4	4	4	4	4	4	4	4	2	4	4	3	4	3	3	4
10	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
11	4	4	4	4	4	4	4	4	3	4	4	4	3	4	3	4	4	4	4	4	4
12	5	4	4	4	5	4	5	4	4	5	5	5	4	4	4	4	4	4	4	4	5
13	5	4	4	4	5	4	4	4	5	5	4	5	5	4	4	5	5	4	4	4	5
14	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	3	4	4	4	4	4
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16	4	4	4	4	5	5	5	5	5	5	4	5	5	4	5	4	5	5	4	4	4
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19	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4	5
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22	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
23	5	5	5	5	5	5	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5
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29	5	5	5	5	5	5	3	5	4	5	3	5	4	4	4	5	3	5	5	5	5
30	4	4	4	4	5	5	4	4	4	5	4	5	4	4	4	4	4	4	4	4	4
31	4	4	4	4	4	5	5	5	4	4	4	4	4	4	3	4	4	5	4	4	4
32	4	4	4	4	4	5	5	5	4	4	3	4	4	4	3	4	4	5	4	4	4
33	4	4	4	4	4	5	5	5	4	4	4	4	4	4	4	4	4	5	4	4	4
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37	5	5	4	4	5	4	4	4	4	5	4	5	4	4	4	5	4	4	4	4	5
38	4	4	4	4	4	4	3	3	4	4	4	4	4	3	4	4	3	3	4	4	4
39	4	3	4	5	3	4	4	4	4	3	4	3	4	4	3	4	4	4	4	5	4
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41	4	3	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	4	4	4	4
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47	4	4	5	4	4	5	4	4	4	4	4	4	4	3	3	4	3	4	5	4	4
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56	4	5	4	5	3	4	5	4	4	3	4	3	4	3	4	5	4	4	4	5	4
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61	4	4	3	4	3	5	5	4	4	3	4	3	4	4	4	5	3	4	3	4	4
62	4	4	5	4	5	4	4	4	4	5	5	5	4	3	4	4	4	4	5	4	4
63	5	4	4	5	5	3	4	4	4	5	4	5	4	3	4	4	4	4	4	5	5
64	3	4	4	5	4	4	4	5	4	4	4	4	4	3	4	4	5	5	4	5	3
65	4	3	4	4	4	4	4	5	4	4	4	4	4	4	4	5	4	5	4	4	4

Lampiran 3

Reliability (KILAT)

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	100.0
	Excluded ^a	0	.0
	Total	65	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.685	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x1.1	16.77	3.368	.194	.740
x1.2	16.95	2.763	.536	.590
x1.3	17.05	2.607	.672	.530
x1.4	16.97	3.499	.213	.719
x1.5	16.94	2.496	.647	.532

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	100.0
	Excluded ^a	0	.0
	Total	65	100.0

Case Processing Summary			
		N	%
Cases	Valid	65	100.0
	Excluded ^a	0	.0
	Total	65	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics	
Cronbach's Alpha	N of Items
.692	4

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x2.1	12.20	2.069	.554	.578
x2.2	12.43	2.187	.486	.621
x2.3	12.45	1.876	.447	.664
x2.4	12.31	2.404	.449	.647

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary			
		N	%
Cases	Valid	65	100.0
	Excluded ^a	0	.0
	Total	65	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics	
Cronbach's Alpha	N of Items

Reliability Statistics

Cronbach's Alpha	N of Items
.605	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x3.1	12.75	1.501	.558	.385
x3.2	12.83	1.924	.275	.617
x3.3	12.63	1.518	.647	.325
x3.4	12.74	2.259	.127	.702

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	100.0
	Excluded ^a	0	.0
	Total	65	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.605	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x3.1	12.75	1.501	.558	.385
x3.2	12.83	1.924	.275	.617

x3.3	12.63	1.518	.647	.325
x3.4	12.74	2.259	.127	.702

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	98.5
	Excluded ^a	1	1.5
	Total	66	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.630	4

Item Statistics

	Mean	Std. Deviation	N
x4.1	3.80	.642	65
x4.2	3.82	.583	65
x4.3	4.14	.634	65
x4.4	4.11	.664	65

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x4.1	12.06	1.840	.445	.535
x4.2	12.05	2.201	.281	.644
x4.3	11.72	1.828	.464	.520
x4.4	11.75	1.782	.453	.528

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	100.0
	Excluded ^a	0	.0
	Total	65	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.762	4

Item Statistics

	Mean	Std. Deviation	N
x5.1	4.26	.567	65
x5.2	4.28	.600	65
x5.3	4.29	.655	65
x5.4	4.15	.537	65

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x5.1	12.72	1.953	.626	.673
x5.2	12.71	1.835	.659	.651
x5.3	12.69	2.154	.355	.825
x5.4	12.83	1.987	.654	.662

Lampiran 4

Reliability (Non Kilat).

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	98.5
	Excluded ^a	1	1.5
	Total	66	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.746	5

Item Statistics

	Mean	Std. Deviation	N
x1.1	4.18	.556	65
x1.2	4.05	.543	65
x1.3	4.00	.500	65
x1.4	4.03	.529	65
x1.5	4.15	.643	65

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x1.1	16.23	2.649	.487	.710
x1.2	16.37	2.643	.512	.701
x1.3	16.42	2.622	.598	.673
x1.4	16.38	2.647	.530	.695
x1.5	16.26	2.509	.451	.731

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	98.5
	Excluded ^a	1	1.5
	Total	66	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.660	4

Item Statistics

	Mean	Std. Deviation	N
x2.1	4.31	.528	65
x2.2	4.18	.635	65
x2.3	4.22	.696	65
x2.4	4.09	.491	65

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x2.1	12.49	1.785	.513	.552
x2.2	12.62	1.772	.363	.650
x2.3	12.58	1.372	.572	.491
x2.4	12.71	2.054	.350	.649

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	98.5
	Excluded ^a	1	1.5
	Total	66	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.817	4

Item Statistics

	Mean	Std. Deviation	N
x3.1	4.15	.643	65
x3.2	4.02	.599	65
x3.3	4.15	.643	65
x3.4	4.09	.491	65

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x3.1	12.26	1.821	.835	.665
x3.2	12.40	2.463	.459	.849
x3.3	12.26	1.821	.835	.665
x3.4	12.32	2.691	.467	.839

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	98.5
	Excluded ^a	1	1.5
	Total	66	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.630	4

Item Statistics

	Mean	Std. Deviation	N
x4.1	3.80	.642	65
x4.2	3.82	.583	65
x4.3	4.14	.634	65
x4.4	4.11	.664	65

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x4.1	12.06	1.840	.445	.535
x4.2	12.05	2.201	.281	.644
x4.3	11.72	1.828	.464	.520
x4.4	11.75	1.782	.453	.528

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	98.5
	Excluded ^a	1	1.5
	Total	66	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.618	4

Item Statistics

	Mean	Std. Deviation	N
x5.1	4.22	.696	65
x5.2	4.00	.500	65
x5.3	4.03	.529	65
x5.4	4.18	.556	65

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x5.1	12.22	1.484	.295	.652
x5.2	12.43	1.499	.587	.426
x5.3	12.40	1.494	.536	.452
x5.4	12.25	1.782	.254	.646

Lampiran 5

Paired sample T-Test

[DataSet0]

Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1 Kilat	88.74	65	6.484	.804
non_kilat	85.92	65	7.155	.887

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1 kilat & non_kilat	65	.917	.000

Paired Samples Test

	Paired Differences					t	Df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
				Lower	Upper			
Pair 1 kilat - non_kilat	2.815	2.861	.355	2.107	3.524	7.934	64	.000

Lampiran 6

Tabel r Product Moment

Pada Sig.0,05 (Two Tail)

N	R	N	r	N	R	N	R	N	R	N	R
1	0.997	41	0.301	81	0.216	121	0.177	161	0.154	201	0.138
2	0.95	42	0.297	82	0.215	122	0.176	162	0.153	202	0.137
3	0.878	43	0.294	83	0.213	123	0.176	163	0.153	203	0.137
4	0.811	44	0.291	84	0.212	124	0.175	164	0.152	204	0.137
5	0.754	45	0.288	85	0.211	125	0.174	165	0.152	205	0.136
6	0.707	46	0.285	86	0.21	126	0.174	166	0.151	206	0.136
7	0.666	47	0.282	87	0.208	127	0.173	167	0.151	207	0.136
8	0.632	48	0.279	88	0.207	128	0.172	168	0.151	208	0.135

9	0.602	49	0.276	89	0.206	129	0.172	169	0.15	209	0.135
10	0.576	50	0.273	90	0.205	130	0.171	170	0.15	210	0.135
11	0.553	51	0.271	91	0.204	131	0.17	171	0.149	211	0.134
12	0.532	52	0.268	92	0.203	132	0.17	172	0.149	212	0.134
13	0.514	53	0.266	93	0.202	133	0.169	173	0.148	213	0.134
14	0.497	54	0.263	94	0.201	134	0.168	174	0.148	214	0.134
15	0.482	55	0.261	95	0.2	135	0.168	175	0.148	215	0.133
16	0.468	56	0.259	96	0.199	136	0.167	176	0.147	216	0.133
17	0.456	57	0.256	97	0.198	137	0.167	177	0.147	217	0.133
18	0.444	58	0.254	98	0.197	138	0.166	178	0.146	218	0.132
19	0.433	59	0.252	99	0.196	139	0.165	179	0.146	219	0.132
20	0.423	60	0.25	100	0.195	140	0.165	180	0.146	220	0.132
21	0.413	61	0.248	101	0.194	141	0.164	181	0.145	221	0.131
22	0.404	62	0.246	102	0.193	142	0.164	182	0.145	222	0.131
23	0.396	63	0.244	103	0.192	143	0.163	183	0.144	223	0.131
24	0.388	64	0.242	104	0.191	144	0.163	184	0.144	224	0.131
25	0.381	65	0.24	105	0.19	145	0.162	185	0.144	225	0.13
26	0.374	66	0.239	106	0.189	146	0.161	186	0.143	226	0.13
27	0.367	67	0.237	107	0.188	147	0.161	187	0.143	227	0.13
28	0.361	68	0.235	108	0.187	148	0.16	188	0.142	228	0.129
29	0.355	69	0.234	109	0.187	149	0.16	189	0.142	229	0.129
30	0.349	70	0.232	110	0.186	150	0.159	190	0.142	230	0.129
31	0.344	71	0.23	111	0.185	151	0.159	191	0.141	231	0.129
32	0.339	72	0.229	112	0.184	152	0.158	192	0.141	232	0.128
33	0.334	73	0.227	113	0.183	153	0.158	193	0.141	233	0.128
34	0.329	74	0.226	114	0.182	154	0.157	194	0.14	234	0.128
35	0.325	75	0.224	115	0.182	155	0.157	195	0.14	235	0.127
36	0.32	76	0.223	116	0.181	156	0.156	196	0.139	236	0.127
37	0.316	77	0.221	117	0.18	157	0.156	197	0.139	237	0.127
38	0.312	78	0.22	118	0.179	158	0.155	198	0.139	238	0.127
39	0.308	79	0.219	119	0.179	159	0.155	199	0.138	239	0.126
40	0.304	80	0.217	120	0.178	160	0.154	200	0.138	240	0.126



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PONOROGO - 63471

BERITA ACARA BIMBINGAN SKRIPSI

1. Nama Mahasiswa : ELSA KRISTIANA
2. NIM : 11412644
3. Jurusan : Manajemen
4. Bidang : Pemasaran
5. Alamat : Desa Kedungbanteng Krajan Sukorejo Ponorogo
6. Judul Skripsi : Analisis Perbedaan Persepsi Mutu Pelayanan Pengiriman Barang Kilat dan Non Kilat di Kantor Pos Ponorogo
7. Masa Pembimbingan : September 2014 s/d Agustus 2015
8. Tanggal Mengajukan Skripsi :
9. Konsultasi :

Tanggal Disetujui	BAB	Paraf Pembimbing
2/10/14	ACC. Judul	
11/8/2014	ACC proposal	
18/9/2014	ACC proposal	
	ACC Bab I, II, III	
	ACC Bab I - III setelah penyidikan	

10. Tanggal Selesai Penulisan Skripsi : _____
11. Keterangan Bimbingan Telah selesai : _____
12. Telah Di Evaluasi/Di Uji Dengan Nilai : _____ (angka)
_____ (huruf)

Pembimbing,

TITI RAPINI, SE, MM
NIP. 19630505 199003 2 003

Ponorogo, 09 Oktober 2014

Dekan,

TITI RAPINI, SE, MM
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7. Masa Pembimbingan : September 2015 s/d Agustus 2016
8. Tanggal Mengajukan Skripsi :
9. Konsultasi :

Tanggal Disetujui	BAB	Paraf Pembimbing
6/9/2016	ACC Bab IV, V	
	hampir perpanjangan bimbingan + program ACC bab IV & V.	

10. Tanggal Selesai Penulisan Skripsi : _____
11. Keterangan Bimbingan Telah Selesai : _____
12. Telah Di Evaluasi/Di Uji Dengan Nilai : _____ (angka)
_____ (huruf)

Pembimbing,

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Ponorogo, 27 Agustus 2016
Dekan,

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